



Request for Proposal Security System Services

**Issued: Monday, February 22, 2021
Proposals Due: Friday, March 5, 2021**

Description

The Town of Rolesville is seeking proposals from established vendors who have been in the business of security system maintenance and services for a minimum of five (5) years.

Background

The Town seeks information regarding security system services for the following locations in Rolesville:

- Rolesville Town Hall, 502 Southtown Circle
 - Exterior and interior door RFID fob stations
 - Exterior and interior security cameras
- Rolesville Police Department, 204 Southtown Circle
 - Exterior and interior door RFID fob stations
 - Exterior and interior security cameras
- Redford Place Park, 121 Redford Place
 - Exterior door RFID fob stations
- Main Street Park, 200 South Main Street
 - Exterior door RFID fob stations

Brands of systems and quantities of cameras & fob stations can be provided upon request.

Scope of Services

- **On-going Maintenance & Support Service Agreement**
 - Furnish all labor, equipment, supplies, supervision, and transportation necessary for complete security system service and maintenance of existing security systems.
 - Security system hardware purchasing, replacement, and installation when needed.
 - Maintain security system software configuration.
 - Provide a 24-hour point of contact to immediately provide troubleshooting and technology support.
 - Continuous monitoring by the vendor is not expected as part of this proposal.
- **Other Requirements**
 - Vendor must certify that all employees of the vendor who work in Town buildings have passed a background check and maintain a clean criminal record.
 - All employees of the vendor should wear a distinctive and/or identifiable uniform and be able to present company-issued identification during visits to Town properties.
 - Any damage caused by the vendor or employees will be repaired by the vendor at their expense.
 - Vendor is expected to comply with federal, state, and local laws and regulations.
 - Vendor is expected to follow best practices to maintain confidentiality between vendor and client.

Proposal

Submitted proposals should be organized as outlined below. Responses should be complete and unequivocal

A) **Letter of Intent** to include:

- 1) Signature of an officer of the company authorized to bind the vendor to the proposal.
- 2) Company name, address, telephone number, and website.
- 3) Name, title, email address, and telephone number of the proposal contact person(s) who are authorized to represent the firm and to whom correspondence should be directed.
- 4) The vendor's qualifications, years in business, staff profile, and experience in providing security services (including brands of systems).
- 5) The number of full-time and part-time employees employed by the business at this time.
- 6) Pricing and cost information for a standard maintenance & service agreement as well as what services that standard agreement covers.
- 7) Pricing and cost information for services that may be necessary outside of the standard maintenance & service agreement. Provide additional information detailing standard hourly rates.

B) **Names and contact numbers for at least (3) references.**

Term

The proposal will be for an initial 12-month period starting from the effective date of the negotiated and executed contract.

Timeline & Submission

Date of advertisement: Monday, February 22, 2021

Proposal due date: Friday, March 5, 2021 at 3:00pm

Estimated contract award: March 19, 2021

Interested vendors should submit a proposal no later than Friday, March 5, 2021. Responses may be submitted by mail or via email to:

Katie Pearce, Customer Service Specialist
Town of Rolesville
PO Box 250
502 Southtown Circle
Rolesville, NC 27571
katie.pearce@rolesville.nc.gov

Proposals should be valid for 45 days, and the contractor will begin the maintenance & support services immediately after both parties have signed the service agreement.

General Requirements

This solicitation and any subsequent contract shall be awarded consistent with and governed by the laws of the State of North Carolina.

Proposals submitted shall not be subject to public inspection until a contract is awarded.

The Town reserves the right to reject any or all proposals and to waive any informalities as may be permitted by law.

The Town reserves the right to request oral interviews or request additional information from any or all vendors.

The Town reserves the right to award a contract based on proposals received without further discussion or negotiation.

All proposals shall be signed by an authorized officer or employee of the submitting organization. The name of the company, contract person, telephone number, fax number, and address shall be included.

The RFP does not commit the Town to award, nor does it commit the Town to pay any cost incurred in the submission of a proposal, or in making necessary studies or designs for the preparation thereof, no procure or contract for service or supplies. Further, no reimbursable cost may be incurred in anticipation of a contract or award.